



**DEPARTMENT OF DEFENSE**  
**TRICARE HEALTH SERVICES REGION 15**  
**FORT GORDON, GEORGIA 30905-5650**

Dear TRICARE Latin America & Canada Prime Enrollee in Guantanamo Bay, Cuba

Welcome to TRICARE Latin America & Canada (TLAC) Prime! The information enclosed will help you make full use of your benefits. Your overseas Prime benefit is different from the U.S. Prime benefit so be sure to read over the information carefully. Provided in this package are the TLAC InfoPak, TRICARE Pocket Card, and Health Enrollment Assessment Review (HEAR) survey(s) for all enrolled members of your household over 17 years of age. Your TRICARE Prime card(s) will be sent to you directly from DEERS.

We ask that you complete each HEAR survey in pencil and return it, (please do not fold it), in the envelope provided. After the HEAR Survey is scanned and processed, you and your Primary Care Manager (PCM) will receive a copy of the results with appropriate recommendations for follow-up.

The Health Care Information Line (HCIL) is a nurse advisor available 24 hours a day toll free at 800-984-7296 and offers basic healthcare decision making assistance.

Dental care is available via the Naval Dental Clinic, Naval Station, Guantanamo Bay. The TRICARE Family Member Dental Plan (CONUS Program) is available to active duty family members. The sponsor must enroll family members by completing a DD Form 2494 at their servicing Personnel Office. Before seeking care outside of Guantanamo Bay, active duty family members should contact United Concordia at 800.866.8499 for enrollment verification, benefits information and for assistance in locating a participating Dentist for all dental care.

When traveling away from your current country of residence, enrolled family members do not require referrals or pre-authorizations for covered benefits except inpatient mental health. If you prefer to use local civilian health services during your visit to CONUS, please contact the TRICARE contractor for the region where you plan to receive care, (see TLAC InfoPak). If you see a civilian provider while on leave, please ask them to send your claims to Wisconsin Physician Services (WPS) at WPS, PO Box 7985, Madison, WI 53707-7985. If you have claims questions, please feel free to call WPS at 608.224.2728. The TRICARE contractor will help you locate a civilian provider near you. Dental care is NOT included in this benefit.

We are here to serve your TRICARE needs. Please feel free to contact the TRICARE Service Center (TSC) in Guantanamo Bay at 7-2017 locally. Or, please feel free to contact us at the TRICARE Support Office at 1.888.777.8343, option #3, commercial 706.787.2424, or email us at [tricare15@se.amedd.army.mil](mailto:tricare15@se.amedd.army.mil). Also, visit our website at <http://tricare15.army.mil>.

Sincerely,

Luke M. Stapleton  
Colonel, U.S. Army  
Director, TRICARE HSR 15